

GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

State e-Governance Framework - Guidelines for implementation of e-Governance Programmes in all State Government Departments/Districts using Information & Communications Technologies (ICT) to transform electronic governance to good Governance (eG 2 gG) - Orders issued.

INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATIONS DEPARTMENT
(Portal Wing)

G.O. Ms.No. 1

Dated: 01-01-2014

Read the following:

1. GO Ms.No. 10 dated 18-10-2011 of IT&C (Infra) Department
2. G.O.Ms.No.23 dated 2-11-2007 of IT&C (eGov) Department
3. G.O.Ms.No.16 dated 6-9-2013 of IT&C (eGov) Department
4. G.O.Ms.No. 13 dated 24-4-2008 of IT & C (eGov) Department
5. Minutes of the Meeting held on 26-8-2013 & 26-10-2013 on ICT Agenda and Road Map thereon for the State in the chambers of Chief Secretary to Government, Andhra Pradesh.

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ORDER:

1. Information and Communication Technologies have been changing the ways through which Governments have been interacting with citizens and businesses. To transform Government departments and agencies from department-centric mode of working to a citizen-centric way, all Government services should be accessible to the common man on his fingertips on the internet or in his neighborhood through service delivery outlets. There is also an urgent need to ensure efficiency, transparency and reliability of such services at affordable costs for meeting the basic needs of the common man. As envisaged in National eGovernance (NeGP) Plan: "ICT is not just about technology – it's about the ways in which information and technology are used to deliver better services and enhance trust and confidence."

2. Programmes like Mee Seva and eGovernance applications developed by various departments are expected to usher in a user-friendly, convenient, transparent and citizen-centric system for delivery of Government to Citizen (G2G), Government to Business (G2B) and Government-to-Government (G2G) services to the stakeholders. The goal would not be reached unless all the departments work harmoniously and share a common vision that can make eGovernance an effective tool for Good Governance. It is also imperative that the programmes and facilities made available by Government of India under Mission Mode Projects (MMPs) of NeGP and initiatives of State Government are suitably utilized and harnessed.

3. In the GO 1st read above, Government of Andhra Pradesh has issued Electronic Delivery Services Rules-2011, which contain the framework providing legal backup to electronic delivery of the services of the Government offered by various departments to citizens.

4. ICT Strategy for the State: - A systematic ICT Plan of Action should be prepared and pursued by all Departments keeping the objectives of delivering maximum high volume services through Mee Seva and adopting e-Tools for re-engineering departmental processes, delivering services in accordance with Citizen Charters/Service Charters and monitoring the implementation of programmes with specific focus on flagship schemes. Therefore, in order to realize the vision of "eGovernance to Good Governance (eG 2 gG)" and to take the initiative forward for the State, the Government, after careful examination, hereby issues the following order directing-

- 4.1 Formulation of ICT Action Plan for Departments and Districts with implementation guidelines and timelines therein.

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- 4.1.1 Classification of all services offered by departments into O: Online - delivered through web site, A: Instantaneous - across the counter in Mee Seva centre, B: through Mee Seva Centre in accordance with time schedule prescribed in SLA, C: services delivered through one-stop-shop counter in offices in accordance with timelines prescribed by Citizens'/Service Charters and D: services for which fixing timelines is not possible. All Departments/Districts shall ensure that as many services as possible are delivered as O, A or B categories. They shall have a time-bound action plan in this regard, in consultation with ITE&C Department.
- 4.1.2 Taking stock of all hardware, software applications and IT manpower available with various departments/districts and assessing e-readiness so as to ensure that the ICT Action Plan is developed meaningfully and implemented effectively.
- 4.1.3 Development of ICT applications for improving the interface in G2C, G2B, G2G applications with focus on process re-engineering and improving the internal functioning of the departments to achieve a holistic perspective for digital inclusion.
- 4.1.4 Development and implementation of AP State-wide ICT standards to enhance interoperability and ensure that ICT applications and devices work across Government departments and organizations. The ITE&C department will take action for working out common standards in consultation with other departments and Government of India guidelines.
- 4.1.5 Optimizing the use of scarce resources and capabilities by grouping common applications and developing them centrally. The practice of departments or districts developing stand-alone tools needs to be discontinued.
- 4.1.6 Delivering a migration path for ageing legacy systems.
- 4.1.7 Realizing new value from government information assets e.g. through Mee Seva.
- 4.2 Citizen/ Business-centric Services through Mee Seva
 - 4.2.1 As per Electronic Delivery of Services Act, 2011, the duty of the Government is to deliver all citizen-centric services through electronic mode. All departments shall have time-bound action plans to achieve this objective.
 - 4.2.2 "MeeSeva" is an online, web-based, transparent and secure citizen-centric facility to provide convenient access to the citizens, obviating the need for them to go to multiple Government offices for getting their work done.
 - 4.2.3 More than 220 citizen-centric (G2C) services spanning 18 departments are already being delivered through the Mee Seva platform.
 - 4.2.4 Mee Seva Platform - Action Plan:
 - 4.2.4.1 Additional 150 services would be brought under Mee Seva by March 2014. Secretaries of departments shall finalise services to be brought to Mee Seva.
 - 4.2.4.2 All Departments are required to identify new citizen-centric (G2C) services, which are currently delivered manually and prepare an action Plan for migration of such G2C services through Mee Seva.
 - 4.2.4.3 This would also entail collection of user charges from the citizens for the self-sustainability of the project.
 - 4.2.4.4 The action plan shall include process re-engineering and timelines for phasing out parallel processes/transactions.
 - 4.2.4.5 For implementing the migration to Mee Seva Platform – Action plan, the departments may seek the help of Mee Seva PMU in IT E&C department.
 - 4.2.5 Refer (Annexure I) for details related to Mee Seva migration.

4.2.6 Refer G.O.Ms.No.10 dated 18-10-2011 of IT&C (Infra) department for Electronic Delivery of Services rules.

4.3 Department and District Portals

All departments and districts shall develop their portals following the State Portal Framework (SPF) guidelines issued by the Government of India. ITE&C Department will provide necessary technical support and also create prototypes for replication.

4.4 Common eTools and Applications

4.4.1 Legal Case Management:

To address the requirements of tracking and monitoring of Court Cases in all departments, a common/shared Legal Case Management Tool has been developed by CGG; it should be deployed in State Date Centre (SDC). All Departments shall use this Legal Case Management Tool to record, track, monitor and close the respective legal cases. They may seek CGG support to deploy the tool.

4.4.2 Comprehensive Financial Management System (CFMS):

The Finance Department is developing this tool. All the departments, including the ITE & C department shall be fully involved in the development and deployment of the system. The Human Resource Management System (HRMS) tool is an integral part of CFMS. All departments shall identify a senior officer to coordinate with the newly created Human Resource Management Wing in Finance Department to establish HR management system in their respective departments, including HR database.

4.4.3 Assembly Questions Tracker:

A common tool for all departments should be developed by CGG for recording, tracking, closure and taking necessary action related to such questions. Departments may seek CGG support to deploy the tool.

4.4.4 Enhanced Prajavani – a common Statewide Grievance Redressal System: A common Grievance Redressal System for the State shall be deployed in SDC with assistance from NIC. The requirements from all Departments with respect to grievance redressal processes shall be harmonized and implemented in this system. 1100 Call Centre facility available in ITE&C departments shall be utilised by all departments. Customisation, if any, shall be undertaken by ITE&C Department.

4.4.5 The following implementing agencies may be engaged by different departments for development of various applications:

4.4.4.1 APONLINE

4.4.4.2 CGG

4.4.4.3 APTS empanelled Vendors

4.4.4.4 NIC

4.5 District eGovernance Society (DeGS)

4.5.1 23 District eGovernance Societies (DeGS) were constituted with necessary Bye-Laws under the Societies Registration Act to function under the chairmanship of respective District Collectors to enable effective implementation of e-applications, better service delivery and monitoring of Government services through e-Governance projects to the citizens.

4.5.2 The money collected on behalf of Revenue department is deposited with the bank account of DeGS and the shares of other departments are transferred to respective department's accounts through Funds Transfer Report (FTR) electronically.

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4.5.3 The amount deposited with DeGS at the district level can be utilized as per the guidelines issued vide G.O.Ms.No.2 dated 3-1-2013 of IT&C Dept with the approval of Chairman, DeGS for various purposes as follows:

- 4.5.3.1 Conducting training/capacity building/awareness programmes related to eGovernance, MeeSeva and IT projects.
- 4.5.3.2 Up gradation/purchase/installation of computers/peripherals/minor repairs/AMC charges to deliver e-Governance/Mee Seva related services.
- 4.5.3.3 Digitization of data /Data entry/ Printing/ Updation/Scanning to improve the delivery of citizen services.
- 4.5.3.4 Expenditure on computer operators/Hand Holding persons working at various levels - to meet short-releases of funds from CCLA's office/Government.
- 4.5.3.5 Electrical/connectivity/networking/Internet monthly charges pertaining to delivery of eGovernance / Mee Seva services.
- 4.5.3.6 Travelling expenses for Hand Holding persons at District/Division/Mandal level.
- 4.5.3.7 Towards purchase of stationery, computer consumables (Cartridges, toner) and expenditure on Internet.
- 4.5.3.8 Repairs and maintenance of computers/computer rooms/UPS/Batteries /Fuel etc.

4.6 State eGovernance Society

A State e-Governance Society (SeGS) with the Chief Secretary as the Chairman and senior officers of various constituent departments as members to coordinate with DeGS will be established. The Society would provide guidance to project partners, identify and deliver services, monitor implementation, management of e-Governance projects.

4.7 Department ICT Teams

To fructify the ICT Agenda quickly at grassroots level, in-house strengthening and participation of change enablers are essential for which all departments shall constitute ICT Team comprising of –

- 4.7.1 One Nodal Officer – preferably CIO trained or a senior officer to serve as nodal officer for planning and implementing the IT road map.
- 4.7.2 Domain Support Team: Each Secretary/HoD shall identify a Domain Support Team comprising a senior officer and a group of officials with excellent knowledge of subjects/service delivery processes.
- 4.7.3 IT Technical Team: All Secretaries and HoDs are directed to identify personnel within the department who have knowledge of and exposure to information and communication technologies. Depending on the needs, 3 to 5 persons so identified may be taken on deputation to Secretary and HoD offices. As a number of departments have done recruitments in the last three years, efforts should be made to identify such ICT-aware staff amongst them. Only after a thorough exercise is done and if there are no such ICT experts in the department, then a request may be made to CGG or ITE&C department to take upto 3 to 5 persons on contract basis to be hired through CGG or IEG. The contract staff shall be selected by a professional team sourced from various agencies (e.g. CGG, APTS, IEG, etc.) with due consideration of merit and competency. The IT Technical Team will be led by a Project Manager who will function under the Nodal IT officer. The skill-sets required for the team would be worked out by ITE&C Department in consultation with CGG, IEG etc. The

funds required to meet the expenditure towards the salaries /contract fee of ICT Team may be met from e-Procurement corpus fund /ITE&C funds / Mee Seva user charges/ Departmental funds.

4.8 District ICT Teams

4.8.1 To implement various eGovernance projects in Districts, the District Collectors shall constitute exclusive District ICT team consisting of 2-3 (or more) domain officers and a technical team of 3 (or more) persons by pooling together personnel with various departments.

4.8.2 The Technical Team shall be constituted following the procedures similar to that described in para 4.7.3. This Team would be responsible for knowledge transfer and monitoring the progress of work. The respective District administration will review the work of this Team every month to ensure their continuous involvement in the Projects.

4.9 State ICT Cadre

4.9.1 To oversee the implementation of eGovernance Projects at the State and District/Division/Mandal levels, a dedicated ICT cadre shall be created to manage e-Governance initiatives. The ITE&C department along with Planning and Finance departments shall propose the core cadre to be established.

4.10 Aadhaar enabled service delivery

4.10.1 Aadhaar enablement of beneficiary-oriented Government Welfare Programmes is essential a) to identify the beneficiaries uniquely, b) to eliminate duplicates and c) to achieve the targeted distribution of welfare benefits.

4.10.2 Aadhaar enablement is critical for building a Single Source of Truth in the form of a common statewide repository for beneficiary demographic information.

4.10.3 State Resident Data Hub (SRDH) will act as a core framework for Aadhaar enablement of the beneficiary-oriented welfare programmes administered by various Departments.

4.10.4 Refer (Annexure II) for an overview of SRDH & Aadhaar enablement process.

4.10.5 All departments are required to prepare an action plan for Aadhaar enablement of their respective beneficiary-oriented welfare programmes and seeding of Aadhaar numbers to their databases.

4.11 Habitation Score Card

4.11.1 Several departments and their functionaries are involved in delivering various Government schemes at the cutting edge level with massive involvement of public funds. There is an equal need to ensure the last mile delivery. The main aim of the Habitation Score Card is to come up with an effective monitoring tool to assess the implementation of various Government schemes and help in improving the efficacy of delivery systems till the habitation / beneficiary level.

4.11.2 The ultimate objective would be to have an integrated view of the beneficiary and the benefits availed through Aadhaar-based Identification across Service/beneficiary ID numbers of various schemes. This would mean drilling down from state level to beneficiary level to have information on the status of fulfillment of such entitlements.

4.11.3 All departments implementing beneficiary-oriented programmes or delivering services to public shall ensure convergence with other programmes at the village/slum level so that a convergent picture is presented to Gram Sabha/Area Sabha and that such convergence is monitored online from various levels: Mandal/Division/District/State.

4.12 e-Procurement

- 4.12.1 All departments shall use e-Procurement tool for procurements exceeding value of Rs.10 Lakhs.
- 4.12.2 Auctions of e-Waste can be conducted through MSTC portal.
- 4.12.3 Overview of e-Procurement features is given in (Annexure III)
- 4.12.4 ITC&E Department will provide necessary funding for IT infrastructure to the user departments, including core personnel from out of e-procurement corpus fund available with APTS.

4.13 Role of CGG

- 4.13.1 The Centre for Good Governance (CGG) was established in the year 2001 as part of a strategy to foster good governance. CGG undertakes action research, provides professional advice and conducts Change Management programmes for government departments and agencies, to help implement their reform agenda.
- 4.13.2 CGG supports departments in governance reforms agenda and developing reform communication strategy for wider implementation. It provides consultancy services to promote good governance through process-reengineering, development/deployment of e-governance applications and undertakes capacity building.
- 4.13.3 Through reference 4th read above, with a view to enable Government departments to utilize the services of CGG in a speedy and convenient manner, orders were issued that any Government agency can approach CGG for any IT related services like software development, IT consultancy and IT projects implementation support based on estimates prepared by CGG without going through tender process.
- 4.13.4 CGG has staff with specialized domain expertise in various fields with sound knowledge of the functioning of departments of the Government. CGG has successfully developed comprehensive packages for all welfare departments, recruitment package; double entry based accounting system for municipalities and housing monitoring system. Such work, which requires Business process reengineering and end-to-end computerization may be entrusted by departments to CGG.
- 4.13.5 CGG is helping a number of departments in monitoring their flagship programmes. Data analytics, data mining and visual data presentation work may be entrusted by departments to CGG.

4.14 Role of JKC (Jawahar Knowledge Network - an initiative of AP Society for Knowledge Networks)

- 4.14.1 JKC is an innovative and pioneering initiative that attracts the best students from all over the state, providing them with a world-class infrastructure and opportunities to apply their knowledge to address challenging problems. Its role/activities include:
 - 4.14.1.1 Promoting Academia-Industry Interaction and imparting training through experts to produce readily employable graduates.
 - 4.14.1.2 Ensuring that socially and economically challenged sections of the society are adequately represented in the IT/ITES employment.
 - 4.14.1.3 Empowering students living in rural areas so as to bridge the urban-rural divide.
 - 4.14.1.4 Developing and deploying e-Governance applications in cost-effective manner.
- 4.14.2 All departments/districts are instructed to make best use of JKCs in implementing their programmes/ICT objectives.

4.15 Mana TV

- 4.14.1 All departments should use this innovative facility for providing distance education and trainings on TV channels in Ku band through captive Receive only terminals deployed across the State.

4.16 Video Conferencing

All departments should make use of the facility available presently in all 23 Districts, 81 RDO offices, 1128 MHQs on APSWAN network. Video-conferencing needs to be taken up for groups of departments at a time so as to make best use of the facilities available and avoid waste of time by participating officer. The facility can be used for enhancing citizen interface, involving citizens in programme formulation and implementation, obtain feedback and support.

4.17 Online File Management/Monitoring System

For tracking and monitoring of file movements and note documents related to intra and inter-departmental communication, any of the following systems can be used in consultation with ITE&C Department. Modifications, if any, required by departments shall be worked out by the ITE&C department.

4.17.1 e-office:

An Office workflow management tool developed and maintained by National Informatics Center (NIC) and deployed at SDC. Departments can co-ordinate with NIC for customization to their requirements.

4.17.2 KM-ATOM:

File tracking & monitoring tool developed and maintained by APTS.
(Details given in Annexure IV)

4.18 Document Management System (DMS) for Legacy Data Digitization:

- 4.18.1 A DMS Tool for enterprise use has been procured and available in SDC, which incorporates the features for Scanning & Digitization of documents, Optical Character Recognition (OCR) and Workflow. All Departments can use this tool for their legacy data digitization needs.
(The important features of DMS are in given Annexure V).

4.19 Standards, Environment and Technologies:

- 4.19.1 All Departments shall implement e-Governance Systems in compliance to National e-Governance Standards (<https://egovstandards.gov.in/>).
- 4.19.2 All departments shall use shared HW & Network infrastructure environment for e-Governance Systems for Development, Testing and Staging to optimize procurement and utilization of e-Governance Infrastructure. This will also enable deployment of Cloud Technologies.
- 4.19.3 The shared infrastructure for Development, Testing and Staging environment would be made available at SDC to ease of deployment of Systems, Database and Network Administration Teams at SDC, as compared to the current situation of such teams being deployed individually by departments.
- 4.19.4 All Departments shall share information regarding their existing and planned Technology (HW & SW) and Network environment requirements to ITE&C Department.
- 4.19.5 *Open Government data*, is a tremendous resource that should be used. Many individuals and organisations collect a broad range of different types of data in order to perform their tasks. Government data, because of the

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quantity and centrality of the data it collects, can be made public data by law and therefore could be made open and made available for others to use. Public government data can be turned into open data, only if there are no restrictions (legal, financial or technological) to its re-use by others. All departments shall follow standards as per <https://egovstandards.gov.in/>

- 4.19.7 Cyber space is vulnerable to a wide variety of incidents, whether intentional or accidental, manmade or natural and the data exchanged in the cyberspace can be exploited for nefarious purposes by both nation-states and no-state sectors. Hence all Government departments shall secure their IT Infrastructure and applications as per “National Cyber Security Policy-2013” of DeitY, GoI available at ‘<http://deity.gov.in/content/national-cyber-security-policy-2013-1>’.

5. All the departments should follow the above guidelines and utilize the above ICT infrastructure and platforms. ITE & C Department shall assist the departments in implementing the above orders.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

DR.P.K.MOHANTY,
CHIEF SECRETARY TO GOVERNMENT

To
All Spl. Chief Secretaries/ Prl. Secretaries/Secretaries of AP Secretariat
All HoDs
All District Collectors

Copy to
PS to Chief Secretary, GoAP.
PS to Secretary, ITE&C Department
SC/SF

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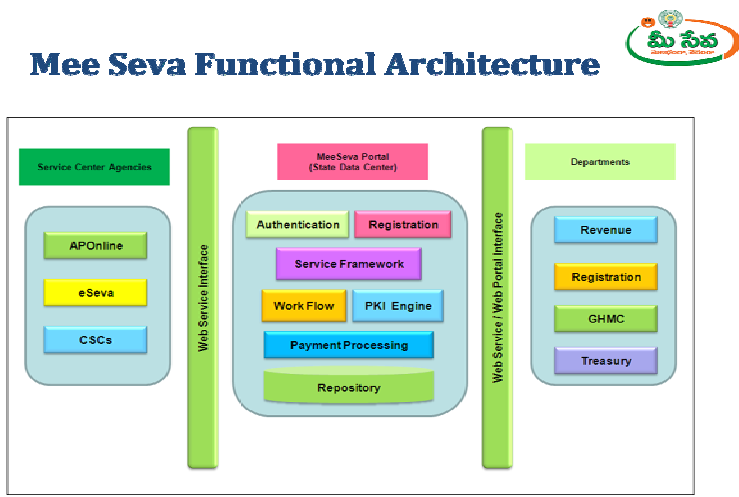
SECTION OFFICER

ANNEXURE – I

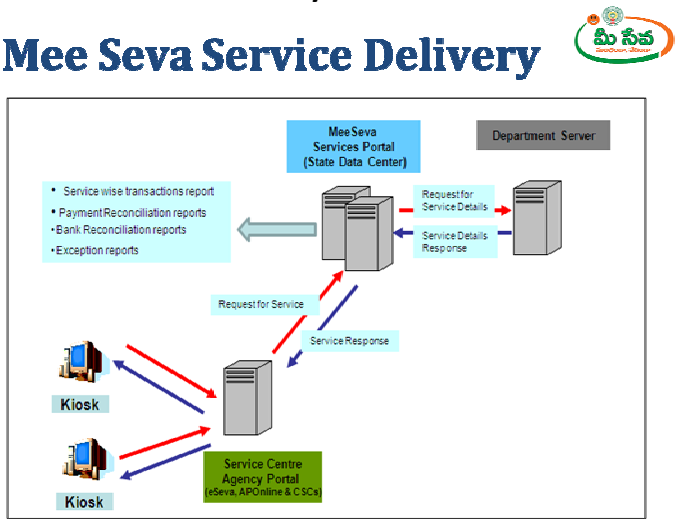
Overview of Mee Seva & Migration to Mee Seva process

- Mee Seva is an online, web based, transparent and secured citizen centric service facility to provide convenient access to the citizens without any need for them to go multiple Government offices for getting their work done. These services are delivered for all districts of AP in a uniform and consistent manner. Mee Seva platform provides to residents of Andhra Pradesh (A.P.) “Anytime Anywhere” access to Government To Citizen (G2C) services under a single window.
- Mee Seva services are available to all residents of A.P. through various **Service Center Agencies** in the state like eSeva, APOne and CSCs.
- All Certificates are issued with digital signatures of the authorized signatories in consonance with the Information Technology (Amendment) Act, 2008 and Andhra Pradesh Information Technology Rules (Electronic Service Delivery) Rules 2011.
- All Mee Seva transactions are monitored and tracked through a web based monitoring system. This enables strict adherence to the “Citizen Charter” time limits pertaining to such services. The Mee Seva user has an additional facility of SMS alerts about the progress status of the services applied for, after approval of the request.
- More than 180 G2C services spanning about 17 State Government Departments are delivered through nearly 6700 Kiosks or Citizen Service Centers in the State.
- Mee Seva services are categorized as Category A or Category B services based on the following criteria:
 - Availability of Digital Database
 - Level of Data Cleanliness
 - Dynamic nature of Data
- Category A Services are delivered on the same day and Category B Services are delivered within 15 days of the filing the request for the services
- Mee Seva Migration process involves assessment of the following pre-requisites :
 - Availability of data in digital form
 - Availability of Department application for servicing the service requests
 - Use of Digital Signature for delivery of services
 - Digitization of Legacy data
 - Training requirements of Officers for delivery of services using electronic mode
 - Nomination/Availability of Department SPOC
 - Availability of Third Party Service Provider
- PMU Mee Seva will roll out the Service Development Plan based the assessment of the pre-requisites and implement the plan.

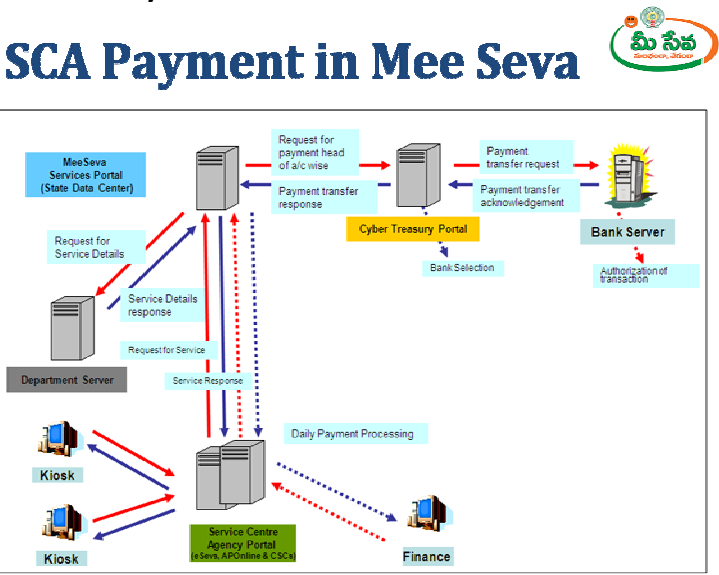
Mee Seva Functional Architecture :



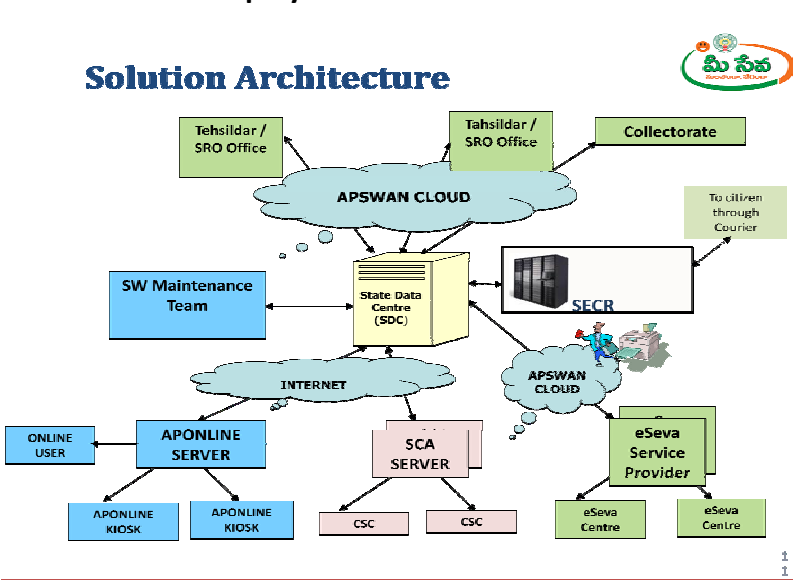
▪ Mee Seva Service Delivery – Overview



▪ Mee Seva Payment Model:



▪ Mee Seva – Deployment Architecture



ANNEXURE – II

Overview of SRDH & Aadhaar enablement process

- State Resident Data Hub (APSRDH) application framework is a utility/tool which can be used by State Government departments to clean, seed and bulk authenticate the beneficiary Aadhaar numbers against various beneficiary schemes. The deployment of SRDH application helps to create State resident database with demographic details and acts as a “Single Source of Truth”.
- SRDH is also one of the methods to expedite and manage Aadhaar seeding efforts in various departmental databases. However, the department should continue their current efforts of seeding Aadhaar numbers. Utilization of SRDH is an additional method with focus on multi-channel strategy for seeding.
- SRDH leverages a crowd sourcing model and coverage seeding requests from various channels such as agencies involved in seeding, department, internet, mobile etc., It has a backend bulk authentication module to validate the correctness of seeding requests. So far, SRDH has authenticated 120 lakhs of beneficiary data with UIDAI through AUA/ASA link. Also, SRDH enables data sharing in multiple formats for reporting and analysis to all the departments.
- SRDH defines a mechanism and process for interlinking Aadhaar numbers with other departmental databases on a continual basis. To facilitate the seeding of Aadhaar numbers into the departmental databases for various schemes, SRDH has exposed various web services. These web services are consumed by various seeding channels like Mee Seva portal, Mobile and Bulk seeding (file based). Web services are exposed for UID/EID search, advanced search to get beneficiary details from department databases.
- So far, SRDH framework has incorporated Civil Supplies, Rural Development (Pensions, MNREGA) beneficiary data for the entire state. For Rural Development, seeding completed for 42 lakhs and for Civil Supplies 172 lakhs of beneficiary data with Aadhaar numbers.
- For Aadhaar enablement the departments need to nominate nodal officers who can co-ordinate with SRDH-PMU the entire Aadhaar enablement process which involves
 - Sharing of Beneficiary Data
 - Training of Department Officers in Seeding process
 - Field verification where required
 - Final verification using UIDAI repository
- Additional information regarding SRDH is available at <http://srdh.ap.gov.in/>

ANNEXURE – III

eProcurement

1. GoAP have taken up eProcurement as one of the major eGovernance initiatives. It automates the procurement and purchase procedures of AP Government starting from demand aggregation to procurement and fulfillment of contract. The basic objective of this project is to use the tools of IT to introduce best practices in electronic procurement across Government departments.
2. The eProcurement platform provides its users with access to several suppliers. eProcurement services offers Government departments easy-to-use, web-based solutions for conducting dynamic exchanges in an on-line environment. It provides real-time bidding solutions for buyers and sellers that bring an unprecedented level of profitability, control, and simplicity to corporate procurement & liquidation processes. The IT,E&C department is the Nodal Agency for implementation of the eProcurement and eAuction systems. All the users can access the website through the URL <https://tender.eprocurement.gov.in> for eProcurement & <http://www.mstcecommerce.com/auctionhome/govap/index.jsp> for eAuction system. Further details can be seen in the annexure.

ANNEXURE – IV

a)e-Office

e-Office is a web based application and can be accessed from anywhere through internet.

Salient Features:

- 1) Dash Board with Graphical Representation
- 2) Yellow Slip facility is available
- 3) Scanning of Physical current
- 4) A single current can be sent to multiple officers at a time
- 5) If the sent file/Current is not opened at the other end that can be recalled back by the sender.
- 6) SMS alert available at every movement
- 7) eMail alert available at every movement
- 8) Digital Signature is available
- 9) Draft Correction is comfortable (No need to download/upload by user)
- 10) LOT (Parking) facility
- 11) Migration of a old physical file to electronic file
- 12) Reports are available in PDF format
- 13) Important Reports available
 - a. File Register
 - b. Diary Register
 - c. Pending File
 - d. Pending Receipt
 - e. File Movements
 - f. Receipt Movements
 - g. Dispatch
 - h. Received Files
 - i. Received Receipts
 - j. Closed Files
 - k. Closed Receipts
 - l. Files forwarded by time duration
 - m. ASO wise File register
 - n. PR Report
 - o. File Disposal Report
 - p. Reminder Dairy

b) KM-ATOM -(Knowledge Management ApTs Office Manager)

Developed by A.P.Technology Services

KM-ATOM is nothing but File Monitoring System (FMS) can be accessed from anywhere with internet connection.

Main Features of KM-ATOM:

- 1) **Inward**: Where currents/Files are received from various Offices, individual etc., are numbered through the system and distribute to the concerned section of officers.

Current numbers can generate through the system from multiple users and the number is unique.

- 2) **File Movement:** Files moves from one officer to another officer as done in manual procedure till closing of the file.

The KM-ATOM can be used in 2 levels

1) **Level 1:**

Record only movement of the file

- No noting
- No draft
- No scanning of currents and attachments

Record basic details of current

2) **Level 2:**

- Record noting
- Record draft
- Record basic details of current
- No scanning of currents and attachments
- Access to Noting and drafts

The following reports are available for L1 or L2 :

- 1) Tappal Register.
- 2) Distribution Register.
- 3) Search facility by giving any one of Inward No, name etc.
- 4) Generation of Personal Register.
- 5) List of pending files and currents of each user.
- 6) List of LOT files.
- 7) List of disposed files specified period and total.
- 8) Fort-night statement (As desired by GAD)
- 9) Any officer can know the status of the files of his sub-ordinates under his control.
- 10) List of files/ currents attended.

Minimum requirements for the implementation:

1. To identify a department person **to co-ordinate with KM-ATOM team.**
2. All systems should have APSCAN/APSWAN connectivity or internal LAN/Server .
3. A system with 128 MB RAM and 1 GB free Hard disk space.
4. Inward and all the Officers(ASO/LDC/Jr.Asst and above) who are dealing with files should have a system.

1) Department Details

- a) Name of the Department:
- b) Address of the Department:

2) Nodal Officer / Co-ordinator for implementation

- a) Name of the Officer & Designation:
- b) Contact No:

3) List of Sections

Sl.No.	Section Name	Full Form
1.	A	
2.	B	
3.	HRD	Human Resources Development

4) List Subjects with Section

Sl.No.	Section Name	Subjects
1.	A	1) Accounts 2) Receipts and payments
2.	B	Pay Bills
3.	HRD	1) Training 2) Recruitment

5) List of Designations

Sl.No.	Designation	Full Form
1.	LDC	Lower Division Clerk
2.	UDC	Upper Division Clerk
3.	Supdt	Superintendent

6) List of Employees with Section and Designation

Sl.No.	Employee Name	Designation	Section Name
1.	Vijaya Kumar M.	LDC	HRD
2.			
3.			

7) Hierarchy Chart (Example)

- a. Commissioner
- b. Addl. Commissioner
- c. Jt. Commissioner
- d. Dy. Commisioner
- e. Asst. Commissioner
- f. Superintendent
- g. Sr. Assistant
- h. Jr. Assistant/Typist/TCA

ANNEXURE V

Document Management System (DMS) - NewGen OmniDocs: Enterprise Edition- Features:

Production Environment: Server Component

S.No.	Component	Description
1	OmniDocs – Enterprise Edition pack	OmniDocs – DMS server for archiving & retrieving documents
2	OmniFlow – Enterprise Edition Pack	OmniFlow – BPM Server for process automation
3	OmniFlow – Process Modeler	Modeling Tool for designing the process
4	OmniFlow – BAM	Business Activity Monitor (BAM) allows Real Time Report viewing and Custom Report
5	OmniDocs FTS service	Add-on Tool for Full Text Search in DMS
6	OmniDocs Record Management Services	Add-DMS Component for definition of Record Management Policies & Archival Policies for Physical and Electronic documents.
7	OmniDocs Web Publishing Service	Service to publish documents to portal
8	Omni Acquire Capture Service	Service to upload documents from Windows and MSOffice to OmniDocs DMS
9	WebDAV service	Service to enable DMS folders in Windows for importing the documents
10	eForms service	Electronic Form Solution for Web based distribution to capture input data
11	ADS LDAP Service	LDAP service enables connectivity to import users from ADS service
12	NewGen Print Services	Print Management and re-direction to DMS

Production Environment: Client Component

S.No.	Component	Description
13	Record Manager – unlimited License pack	Admin user Licenses to define RMS policies for Physical and Electronic records
14	Omniscan – unlimited License pack	Scanning Tool for indexing, digitizing and uploading documents to DMS server
15	Omniscan for OCR – Add-on	Add-on component for OCR extraction during Scanning
16	Omni Acquire Capture Service	License component for uploading documents from Windows , MSOffice to DMS
17	Third party Add-on Software View One, Pro-Base Software, PDF Modules & Universal Viewing Module	This allows PDF viewing
18	Installation of all above components, Training, 3 year warranty + 1 year support	Product installation on Application Server (to be provided by customer) & Training
